



Hamilton

MINUTES

OPEN FOR BUSINESS SUB-COMMITTEE

Thursday, December 15, 2011

9:30 a.m.

Room 193

Hamilton City Hall

Present: Councillor R. Powers, Chair
Councillors C. Collins, L. Ferguson, R. Pasuta, and M. Pearson

**Absent with
Regrets:**

Councillor T. Whitehead, Vice-Chair

Also Present:

C. Phillips, Senior Advisor, Planning Department
N. Shleehahn, Manager of Business Development
G. Norman, Manager, Engineering Design and Construction
M. Hazell, Senior Director, Parking & By-law Services
A. Fletcher, Manager, Strategic Services, Special Projects
P. Mallard, Director of Planning
D. Spence, Communications Officer
K. d'Andrade, Coordinator, Business Facilitation
K. Huigenbos, Co-Ordinator, Small Business Enterprise Centre
I. Bedioui, City Clerk's Office

Chair Powers called the meeting to order and noted the approval of the Open for Business Committee Report at last night's Council meeting. A short discussion followed respecting the approval of the Temporary Occupancy Policy and the Chair requested that the Sub-Committee be updated respecting its implementation.

1. CHANGES TO THE AGENDA

The Clerk advised there were no changes to the agenda.

(Collins/Pasuta)

That the agenda for the December 15, 2011 meeting be approved as presented.

CARRIED

2. DECLARATIONS OF INTEREST

There were none declared.

3. ADOPTION OF MINUTES

(Collins/Pearson)

That the Minutes of the November 16, 2011 meeting be approved as presented.

CARRIED

4. PRESENTATIONS AND STAFF OVERVIEW

None

5. DISCUSSION ITEMS

(i) Identification of Key “Open for Business Issues to be addressed in Future Agendas (Item 5.1)”

Chair Powers indicated that this meeting is to provide an opportunity to identify any items of concern not mentioned at the last meeting. Staff prepared a hand out, which was distributed, listing *Items Identified in Report 11-001* and *Items Identified in the Terms of Reference*.

The Chair noted that the Managers will host the meetings scheduled for January and February and the focus will be on how the City’s application process works starting from when an applicant attends at the counter and the timelines and various steps.

Small businesses will be the first issue for the January agenda. With respect to small business issues, the Sub-Committee will consider whether the City has adequate and appropriate staffing in this area. A comparison with other communities with respect to the turn-around time on applications and the fees would be helpful.

The Sub-Committee discussed the merits of a survey and staff indicated that they will present the information that they have currently collected to the January meeting to determine if it is sufficient or whether it needs to be enhanced.

The Sub-Committee requested that a copy of the small business survey also be included on the agenda for the next meeting.

The Sub-Committee continued to discuss the issue of surveys and noted the following:

- Eileen Maloney, Co-Ordinator of the Business Improvement Areas and the Agriculture and Rural Affairs Committee should be consulted;
- Most people are reluctant to attend as a deputation;
- Surveys are rarely filled out by applicants (whether handed out or provided on-line)
- The Councillors should be aware that the City has a survey;
- Is it complicated or is it simple?
- A phone survey is another option;
- The City has the technology to survey on-line;
- Deadlines are important for surveys;
- It is also important to follow-up with the businesses;
- The City does keep track of complaints.

The Chair outlined the following plan for the Sub-Committee meetings:

- The two meetings in January will focus on the current operations (i.e. "One-Stop" Business Centre);
- The two meetings in February will focus on the processes;
- Public Consultations with business operators will occur in March.

(ii) Action Items (5.2)

Marty Hazel advised that his Division will be providing a Quarterly Activity Report to Members of Council regarding charges, etc.

Also, staff will be proposing a new Licensing Fee Schedule for 2012.

(iii) 2012 Meeting Schedule

(Pearson/Powers)

That the Sub-Committee meeting schedule be approved.

CARRIED

A future agenda will include a copy of the Sub-Committee's working schedule

Councillor Powers indicated he will circulate a copy of the note that he is sending to Rob Elliot of The Spectator to the Sub-Committee members.

6. Other Business

None

7. Adjournment

(Pasuta/Ferguson)

There being no further business, the meeting be adjourned at 10:21 a.m.

Respectfully submitted,

**Councillor R. Powers, Chair
Open for Business Sub-Committee**

**Ida Bedioui
Legislative Assistant
Open for Business Sub-Committee
December 15, 2011**